AGENCY SUBPORTAL/BUSINESS CARD MANUAL

georgia.gov

Georgia Technology Authority

Index

georgia.gov Content Management System

The **georgia.gov** Content Management System is the central management console that has been selected to build and manage portal and subportal sites.

Content management is an integrated collection of applications designed to help minimize the time for coding, provide a consistent look and feel by using standardized templates, and update or create content in real time. The entire content process happens within an Internet browser window – from collection and production to delivery and analysis.

The MCM makes it easy for you and other designated employees to control your own Web content, regardless of technical experience, by allowing you to use your Internet Browser to add and update content independently from the site design and navigation. This is made possible by the use of templates. See Section 1.2 for template examples.

Client System Requirements

Internet Explorer 5.5 or higher will offer the greatest success when using the **georgia.gov** Content Management System.

Users with Internet Explorer version 6.0.2600.0000 may experience a problem. If so, please upgrade your browser to version I.E. 6.0 with Service Pack 1.

Netscape users should upgrade to at least Netscape 6.

Content Management System Terms

Channel – Channels act as content containers and enable users to navigate to specific content.

Content Items - Pieces of content that are responsible for the information displaying on the Subportal/Business Card pages.

Content Item Types – Item Types define and categorize the type of content items on your site. The content item types currently used are:

ArticleXT – used to maintain or enter content for your Subportal/Business Card pages
Image – used to maintain or change your agency's logo and homepage images
File – used to add a File (such as a PDF or Word document)
TeaserXT – used to enter an URL that links to an internal or external site (you have the option to open the new page in the same or new window.
Link – used only on the Business Card sites to link logo to agency site.

eWebEditPro – This is a WYSIWYG (What You See Is What You Get) content editor. Installation is quick, easy and will save you time and energy when entering content into your agency's Website. For instructions on installation and use, refer to Section 5.1 – Installing the georgia.gov Content Management System Content Editor.

Taxonomy - Taxonomy is a way to organize things into logical groupings based on their content. This orderly classification of content in georgia.gov is for the purpose of integrating agency information within the georgia.gov framework. Using the georgia.gov taxonomy, agencies will organize their data by mapping their documents to one or more specific categories.

Template - Templates provide the presentation display so that users can access the content you place on the Website. Multiple templates can be created to display specific kinds of content.

EAP Login
(Enterprise Application Portal)

To enter the georgia.gov Content Management System:

1) Open your internet browser and enter http://www2.*youragencyacronym*.georgia.gov
   (Example: http://www2.*gta*.georgia.gov)

2) Type user name

3) Type password

4) Click the Log In button or press the Enter key

5) Watch for important messages above the login.

New Features

In order to perform a georgia.gov upgrade, you will not be able to modify content from Wednesday, March 17, at 5 p.m. until Monday, March 22, at 8 a.m. Thank you for your patience.

If you have any questions or comments, please contact GTA's Traffic Department at traffic@gta.ga.gov. Thank you.

Important messages will appear above the login.

georgia.gov log-in
User: _____
Password: _____
SIGN IN ▶

Copyright © 2002 by Vignette Corporation. All Rights Reserved.

Site Index

On the Site Index page, you will select your site link to enter the Site Manager page:

1) Click on the link displaying your agency's name.

2) The Site Manager screen will open in a new window as shown in Section 2.3.*

   ***Note:** Pop-up window blocking software may prevent screens from loading. If you experience a problem, disable the pop-up software and try again.

To view your site using the Content Display Application:

1) Click on the preview icon 🔍 to view your site – you will be able to preview both live and working status content items. To view live items only, you should use the Subportal/Business Card production URL.

2) This screen will open in a new window.

3) You may either close window to exit this view, or leave it open as you make other changes and by clicking "Refresh," you will be able to see your new changes.

To exit from the Content Management Application (CMA):

1) Once you have completed your session, close the Site Manager window, then click on the Log Out link on the Site Index.

Site Index
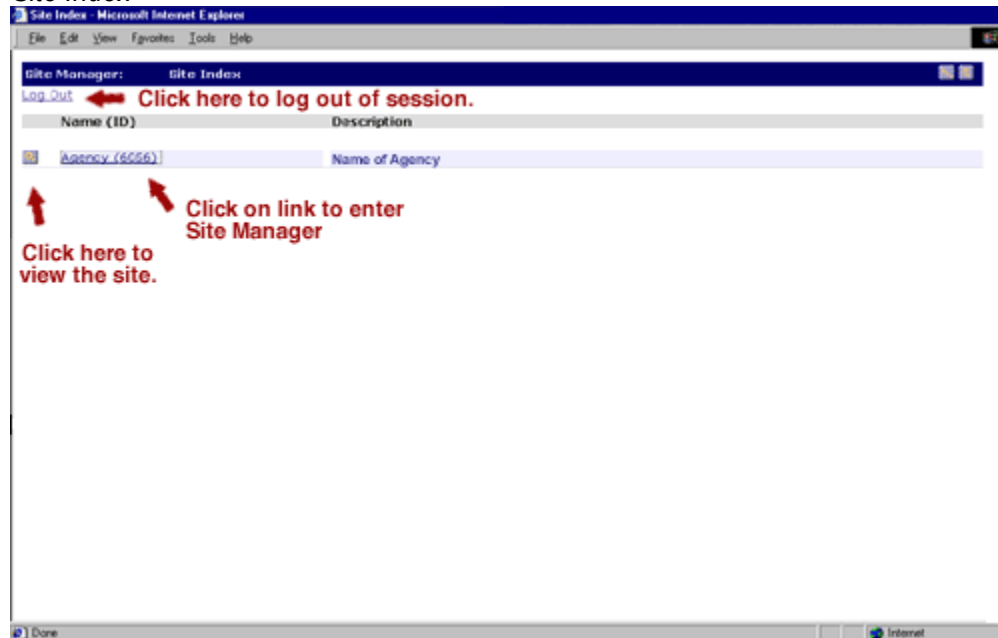
Using the Site Manager to access the Content Item Index page:

1) Click on the Management link located under the heading "Content." The Content Item Index page
   will open in a new window.

   Site Manager

Content Item Index

The Content Management Index page is provided for entering, editing and managing content items. Content items are the pieces of content you place on your site.

You can make selections to sort how contents items are displayed.

1) To choose display items, click on the down arrow at the desired window, make your selection, and then click the Display button.

   a) To select one item in a window, highlight and then click the Display button.

   b) To select multiple items: hold down the Ctrl key and click each choice, then click the Display button.

   c) To select all items: select the first item, scroll to the bottom of the list, hold down the Shift key and click on the last item (this should highlight all items in between), then click the Display button.

You can sort your display items by:

- Modified Date, ID, Type, Title, Created Date, State
- Channels
- Item Types
- Ascending, Descending
- Number of items per page – 25 thru 100 (25 is the default)
- If you know the Content ID number, you can select it by typing it in the Content ID window

Content Item Index – selection criteria

Definitions of content items and item types:

Content Items are the pieces of content that are responsible for the information displaying on the Subportal/Business Card pages.

Content Item Types define and categorize the type of content items on your site. The content item types currently used are:

> **ArticleXT** – used to maintain or enter content for your Subportal/Business Card pages
> **Image** – used to maintain or change your agency's logo and homepage images
> **File** – used to add a File (such as a PDF or Word document)
> **TeaserXT** – used to enter an URL that links to an internal or external site (you have the option to open the new page in the same or new window.
> **Link** – used only on the Business Card sites to link logo to agency site.

Using Channels to Deliver Content Items

A channel is another word for a Web page. When you create a content item (ArticleXT, TeaserXT, TeaserXT, File or Image), you will need to select the appropriate channels that define where that item displays on the site. That's how you'll organize and deliver your content items according to their topic, priority, or timeliness.

Some channels relate to the navigation (About Us, Contact Information) and some relate to the area on the page where Content Items are placed (Agency Logo, News, Welcome Message and ArticleXT.)

Content Items showing on a Subportal Web page (Business Card Owners should skip to Section 2.6)
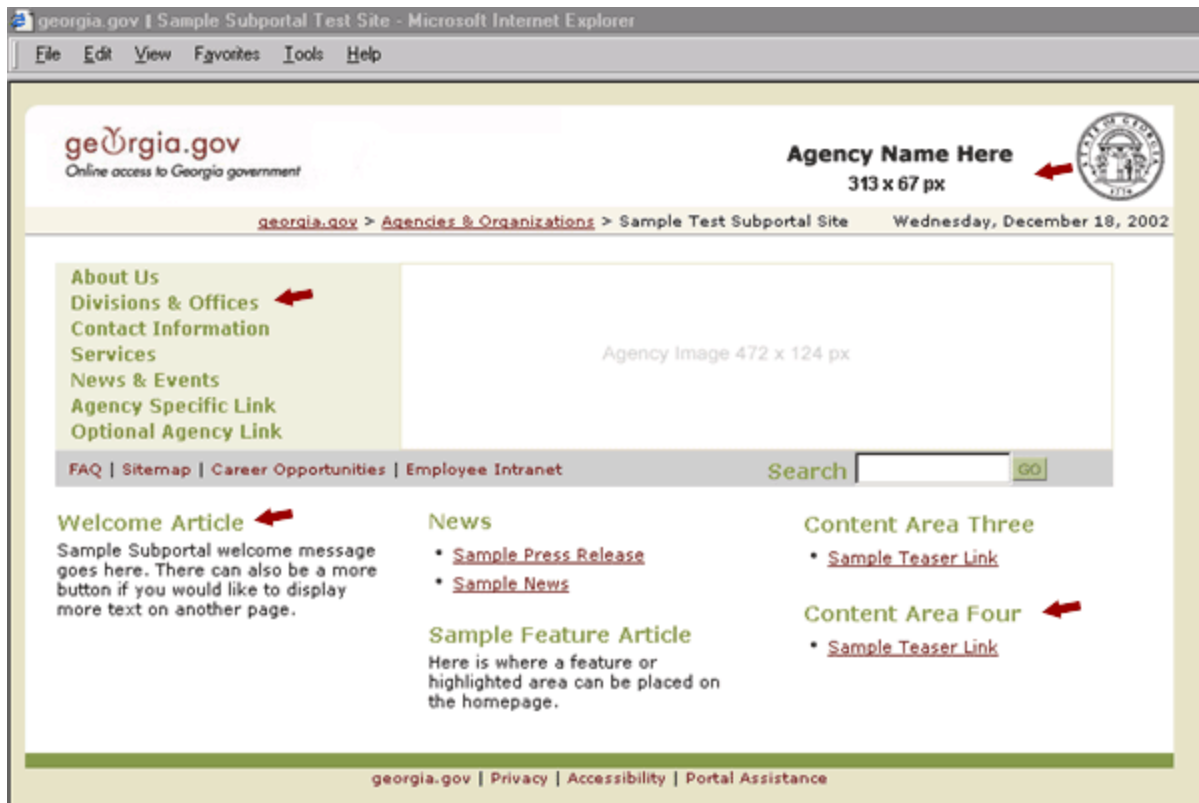
Compare the content items on the Subportal Page above with the following example showing the content items listed inside the Content Management System. Each of the content items shown is channeled to the appropriate content area on the site. **Note:** See Section 2.5 - Channel Exhibits for a deeper understanding of navigation and content channels.

Content Items as shown on Index Page

Subportal Home Page

Subportal Secondary Page – Sorting

Subportal Secondary Page – Channel Selections

Subportal Third Level Page

Intention Based Quick Links

Compare the content items above indicating the associated Channels with the following example of a Business Card page showing the Channel content areas. An example is the News and Events section on your Business Card. The items you see listed are channeled to that section by using the "Home B" channel.

Creating a New Content Item

1) From the Content Item Index page, click on the down arrow at the Choose An Item drop-down window on the top blue bar as indicated below.

2) Select the content item you wish to create – ArticleXT, File, Image or TeaserXT. See Section 2.4 for a description of content items.

3) Click the plus sign beside the window.

Creating a New Content Item
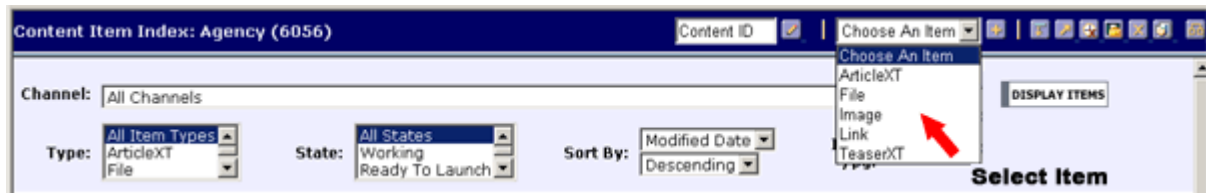
4) The editing screen will open.

   a. Expand or minimize all sections at one time by clicking the up or down arrow located at the top right corner of the screen.

   b. Open or close one section at a time by clicking the blue icon located opposite the section on the right side.

Editing Screen
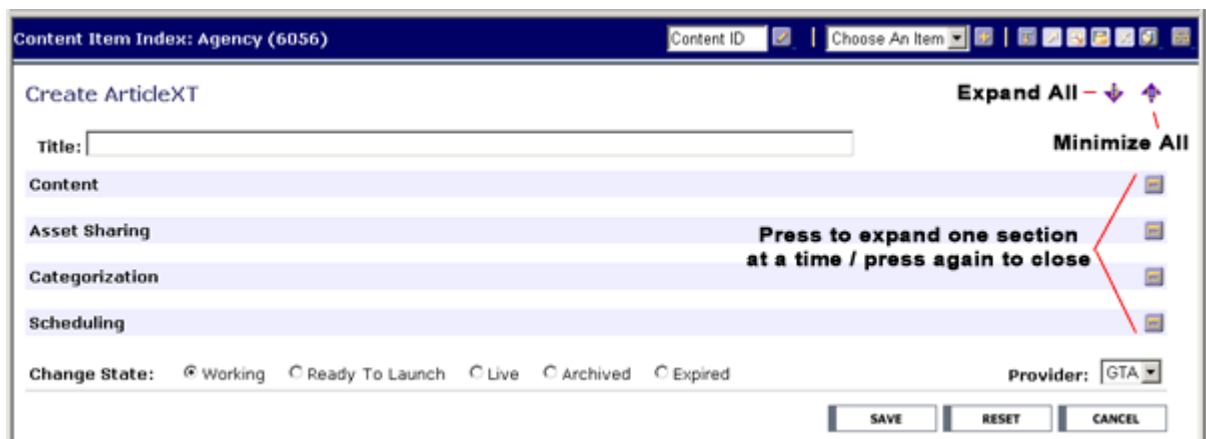
5) At the **Title** window, enter the title as it is to appear on the site.

6) Click Icon to expand the Content Section.

7) The Content Section will differ depending on the Item Type you have chosen to create. Continue to the instructions in the Section listed below for the specific Item Type you are creating:

> ArticleXT – Section 3.2
> TeaserXT – Section 3.3
> File – Section 3.4
> Image – Section 3.5

Instructions specific to adding or editing an ArticleXT

1) The first time you create a new ArticleXT, you will be prompted to install the eWebEditPro content editor. Installation is quick, easy and will save you time and energy when entering content into your agency's Website. If you prefer to continue using HTML, you have the option of not installing the software, or you can switch to a Code View within the software by clicking on the view as HTML button (⊞) as shown below.   See reference guide for eWebEditPro in Section 8.1 for full installation instructions and Section 8.2 for a user reference guide.

2) Enter your ArticleXT text using the Content Editor or the HTML option. (With the current templates, you have an area that is approximately 400 pixels wide to work with (including table cellpadding, cellspacing, and the width of all horizontally aligned graphics.)

Adding ArticleXT Text Using eWebEditPro Content Editor

Adding ArticleXT Text Using the HTML View Option
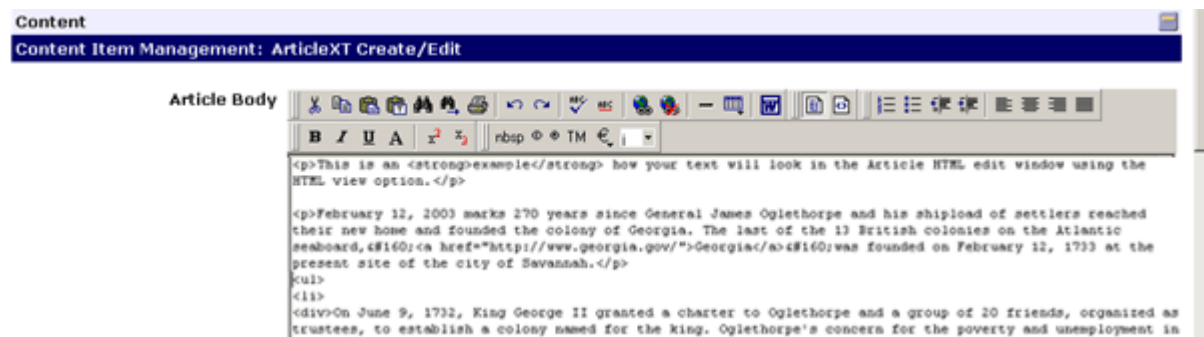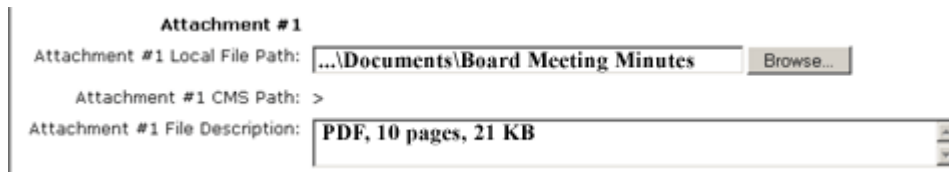
3) Article Icon and Teaser Image are only used on select templates. Author is not used at this time.

4) Enter a description if desired in the Teaser Body text box. This section is used to give a brief description of the subject TeaserXT as shown below. Teasers will not display on the home page but will display on secondary pages.

5) To add an image to your article, click on the Browse button and navigate to the location of your image file. Highlight the file you want to use and click Open. See Section 3.5 for image guidelines.

6) Enter the description of the Image. This will display as the "Alt" tag of your Image on the site. The Alt tag is the text that displays when the cursor hovers over the Image.

7) To add associated documents to your article, enter the Attachment File Description in the proper fields and click on the Browse button to find the local file you would like to upload. Use georgia.gov's standard naming convention for the "Attachment File Description" area, which is *Filename (file format, pages* [if applicable]*, and file size)*.

Attachment #1	
Attachment #1 Local File Path:	...\Documents\Board Meeting Minutes Browse...
Attachment #1 CMS Path:	>
Attachment #1 File Description:	PDF, 10 pages, 21 KB

The icon next to the link will automatically display according to the file's extension. For example, by uploading a file named "report.doc," the Word icon will be displayed. File types that can automatically reference the appropriate icon are: Microsoft PowerPoint, Adobe PDF, Microsoft Word, ZIP compression, Microsoft Excel, Images (.gif or .jpg) and Audio.

The display will appear as in this example:

Associated Document(s):

Slide Presentation of Board Meeting

8) Continue to Section 3.6 for further instructions on completing your content item.

Instructions specific to adding or editing a TeaserXT

1) Enter a description if desired in the Teaser Body text box. This section is used to give a brief description of the subject TeaserXT and will display on secondary pages.

2) Teaser Icon and Teaser Image are only used on select templates.

3) Under Link, enter the title in the Link Text window.

4) Enter the URL in the Link URL window.

5) Select New Window for any link directing to a page outside of georgia.gov. Select Same Window if link is directing to any page within georgia.gov (including other subportals).

6) Continue to Section 3.6 for further instructions on completing your content item.

Content

Content Item Management: TeaserXT Create/Edit

Teaser Body

Enter teaser text (description of link) here.

Teaser Icon

Teaser Icon Local File Path: [_____] Browse...

Teaser Icon CMS Path:

Teaser Icon File Description: [_____]

Teaser Image

Teaser Image Local File Path: [_____] Browse...

Teaser Image CMS Path:

Teaser Image File Description: [_____]

Link

Link Text: | Sample Teaser Link | **Enter Title**

Link URL: | http://georgia.gov | **Enter URL**

Link Target: ⦿ New Window ○ Same Window

Instructions specific to adding or replacing a File

1) Click on the Browse button located beside the Local File Path window.

2) Select the file you wish to use from your directory.

3) Provide information in the File Description about the file and the file type and size. You will also want to provide a link to Get Adobe Reader somewhere on your page.

    a) Suggested text for providing the Adobe link:

       To view PDF documents you'll need the free Acrobat Reader. (Make the words **Acrobat Reader** link to the Adobe site: http://www.adobe.com/products/acrobat/readstep2.html)

    b) The following two examples illustrate two types of descriptions. It isn't necessary to add a description if your link name is self-explanatory.

       Childhood Immunization Schedule
       A schedule of the routine administration of the recommended currently licensed childhood vaccines for children through age 18 provided by the Division of Public Health. Adobe Acrobat Format - 41K.

       OR

       FY 2003 Agency Name Annual Report
       PDF, 41K.

7) Continue to Section 3.6 for further instructions on completing your content item.

Instructions specific to adding or replacing an Image

1) Click on the Browse button and navigate to the location of your Image file. Highlight the file you want to use and click Open.

2) Enter the description of the Image. This will display as the "Alt" tag of your Image on the site. The Alt tag is the text that displays when the cursor hovers over the Image.

Image Guidelines

1) The dimensions of your images should be as follows:

   Agency Logo – size must be 313 pixels wide by 67 pixels deep.
   Agency Image – size must be 472 pixels wide x 124 pixels deep.
   ArticleXT Image - cannot exceed 130 pixels wide x 100 pixels deep. It can be smaller if necessary.
   ArticleXT/TeaserXT Icon: 18 x 18

2) Always set images to 72 dpi and keep image size under 30k.

3) GIFs and JPEGs are the two suggested file formats for the Web. JPEG is better for photo images because it supports small variations in color and shading. The GIF format is well suited for text, graphs, icons, charts and other simple graphics.

4) Macromedia Flash files can be loaded as an ArticleXT icon or image, TeaserXT icon or image, or as an Image content item. No coding knowledge is necessary; simply upload the file as you would any image, map it to the proper channel(s), and the code will be generated automatically. Use the same sizing guide as listed above for images.

5) There are often issues or limitations that an agency should consider when using certain graphics on **georgia.gov.** Please review section **Section 5 – Tips and Techniques** including **Graphics and Multimedia** in the Joining **georgia.gov** Guide online.

6) Continue to Section 3.6 for further instructions on completing your content item.

Categorization

1) In the Categorization section, select the appropriate channel(s) from the Available Channels window to place your content item at the desired location on your site. **Note:** See Section 2.5 - Channel Exhibits for a deeper understanding of navigation and content channels.

    a. Click the right yellow arrow to add multiple channels to the Selected Channels window (or double-click to move one selected channel).

    b. The channels you highlighted should now be showing in the Selected Channels window.

    c. If your site has numerous channels, you can use the Channel Filter to enter in search criteria to narrow your selection. For instance, if you enter "About Us," and press the blue icon, then only the channels with "About Us" in the title will appear.

    d. You may deselect a channel by highlighting the channel in the Selected Channels window and clicking the left yellow arrow or by double-clicking. This moves the selection back to the Available Channels window. The yellow up and down arrows to the right of the Selected Channels window changes the order of the channels.

    e. On the **Business Card**, the only ArticleXT you will be adding is a News and Events item. Therefore, the Home B channel is the selection you want to make. Additionally, on every content item, the Agency Home channel has to be selected.

Categorization

Available Channels

| Content Area |
| Content Area> Channel A |
| Content Area> HeaderImage |
| Content Area> HomeImage |
| Content Area> Home A |
| Content Area> Home C |
| Content Area> Home D |
| Content Area> Home E |
| Content Area> How Do I |
| Content Area> I Want To |

Select channels from the Available Channels box

Enter search criteria to narrow choices

Channel Filter [   ]

◁ ▷

Right yellow arrow adds channels
Left arrow removes channels

Selected Channels

| Content Area> Home B |
| Content Area> Channel B |
| Home |

Selections appear in the Selected Channels box

Scheduling

1) This section will be used only when you need to set a future launch, expire or archive date for your content item.

    a) Click on the calendar as indicated and select date

    b) Click on the down arrows of the time indicators and select times

Scheduling   **Click on calendar to choose a date**

Launch Date: [   ] ▦☐ [▾] : [▾]   **Click on down arrow to select time**

Archive Date: [   ] ▦☐ [▾] : [▾]

Expiration Date: [   ] ▦☐ [▾] : [▾]

Saving the Content Item

1) In the **Change State** section, select a status (the default is Working).

   NOTE: If you leave an *existing* content item in working status, it will be removed from the live site. You will want to be sure to mark it live before saving to avoid this. If you need to leave a current content item in working status for review, it is best to create a new item to leave in working status until approved, then launch the new content item and expire the previous one.

   Listed below are descriptions of each available status:

Working:	Item will be in a working status and not on live site.*
Ready to Launch:	Item has a future launch date.
Live:	Item is available on live site upon save.
Archived:	Item is not available on live site, but remains searchable from archive search database. (Can be accessed by direct URL)
Expired:	Item is not available on Live site and is removed from archive search database.

2) Click the Save button to save your changes.

3) If you did not click the Live button and a "Working" status appears next to your item, you will need to launch the item to make it Live.

   a. Click in the checkbox located left of the new ArticleXT, then click on the launch icon located in the top menu bar:

   b. You can also archive, expire or remove a content item in the same manner by clicking the respective icon. If you hover over the icons with your cursor, you will see the action description of that icon

    Launch
    Expire
    Archive
    Remove (Delete)

   c. A message will appear asking if you want to "Launch selected content items?" Click OK. The status will change to "Live."

   As a reminder, working status items can be viewed by clicking on the preview icon to the left of an individual content item to view just that item or from the Site Index page (to view the entire site including working items.)

georgia.gov Content Management System User Roles

Roles map relationships between users and their level of authorization. In other words, roles determine which features a user can access and which functions they can perform. Currently, there are three roles available: Administrator, Channel Producer and Approver.   **Only the Approver role is available for Agency Business Cards.**

Administrator
The default Agency Administrative user has authority to access the following features:
(Note: See detailed instructions on how to manage these features in Section 4.)

- Edit the Site values.
- Enter, edit and manage content items from the Content Management Index.
- Create and manage channels through the Channel Hierarchy link in the Site Management Index.
- View Child Sites.
- Enable/Disable Website.
- Launch Website.
- Clear Site Cache.

Channel Producer
(Note: See detailed instructions on how to manage these features in Section 4: Site Administration.)
The Agency Channel Producer user has authority to perform the following functions:
- Create and manage channels through the Channel Hierarchy link in the Site Management Index.

Approver
The default Agency Approver user has authority to access the following features:
(Note: See detailed instructions on how to manage these responsibilities in Sections 2 -3.)

- Enter, edit and manage content items from the Content Management Index.

Adding Users:

Groups and Roles have already been defined in both the CMS and **georgia.gov** Content Management System from your initial setup process. All users must be added by GTA **georgia.gov** Content Management System Administrators.

CHANNEL HIERARCHY

Overview

Channels provide a means of organizing and delivering content to the end user. A **georgia.gov** subportal initially has five main navigation channels defined:

> About Us
> Divisions & Offices
> Contact Information
> Services
> News & Events

Two agency specific main navigation channels are available to add in addition to the five that are predefined on a subportal page. You can also create as many sub channels as needed that define the site's subject matter, and the resulting hierarchy provides users with a "road map" they can use to navigate to content on the site.

In addition to the 7 primary navigation channels, there are 4 secondary channels available for use. All but the Sitemap can be turned off if so desired. The Sitemap is automatically populated with the taxonomy of your site.

> FAQ
> Sitemap
> Career Opportunities
> Employee Intranet (a link to an *agency-hosted* intranet)

Sample Channel Hierarchy

Channels on a subportal can be nested as many levels deep as needed to support your site's taxonomy.

> About Us
> Divisions & Offices
> > Administration
> > Personnel
> > Public Relations
> Services
> > License Renewal
> > Document Ordering
> > > Tax Forms
> > > > Personal
> > > > Business
> > > Small Business Forms
> > > Other

After the second level, a "Back To" section displays and will expand as the user proceeds deeper into the navigation.

For example, if you have navigated to Personal Tax Forms, you would see:

Back To:
Document Ordering
Services
Home

To view the Channel Index page:

1) From the Site Index page, select the subportal in which you want to manage channels.

2) Click **Channel Hierarchy** in the Layout section of the left navigation bar on the selected subportal's menu page.

3) The first items listed are the display types and should never be changed or modified. Any change in these channels could result in errors in your site.

Editing Channels

If the channel has been imposed on the site (using asset sharing) you won't be able to edit its name or delete it but you will be able to add sub channels to it. You will be able to edit the name of the Agency Specific Link and the Optional Agency Link channels and add sub channels to them.

To edit a channel:

1) Click **Channel Hierarchy** in the Layout section of the left navigation bar on the subportal menu page.

2) Click the name of the desired channel in the Channel Index page you wish to edit. The Edit Channel page displays in the content area similar to adding channel Image.

3) Change the title in the name field if necessary.

4) Select the appropriate Channel Front Door View. This selection assures the channel will appear on the sitemap and also sets the display order of content items.

   GTAChannelFrontBy**CreateDate**
   GTAChannelFrontBy**ModifiedDate**
   GTAChannelFrontBy**Title**
   GTA**TopicIndex**ChannelFront (Page will display A through Z at the top and content items will be sorted and divided alphabetically.)

5) Edit the Description field if desired. This description will show up as a TeaserXT of the channel link name.

6) Select order in which channel appears in the Child Channel Order field.

7) Save or Cancel.

Adding Channels

1) Click **Channel Hierarchy** in the Layout section of the left navigation bar on the subportal menu page. The channels with "+" buttons to the left of the names starting with **Home** are navigation channels

2) Click the "+" or add button next to a specific channel you wish to add a channel under.

3) A new screen will appear allowing you to add, delete or change sub channels.

4) Type the name of your new channel.

5) Load Values From is an optional field that is not currently used.

6) Select the appropriate Channel Front Door View. This selection assures the channel will appear on the sitemap and also sets the display order of content items on that channel page.

   GTAChannelFrontBy**CreateDate**
   GTAChannelFrontBy**ModifiedDate**
   GTAChannelFrontBy**Title**
   GTA**TopicIndex**ChannelFront (Page will display A through Z at the top and content items will be sorted and divided alphabetically.)

7) Entering a description in the Description field will create a Teaser that will appear under the channel link name on the Web page. Leave the Description field blank if you prefer not to have the Teaser language.

8) Save or Cancel.

Enabling/Disabling Channels
A channel must be enabled to access the channel or to be displayed. You will see new channels displayed in italics; this means that the channel is currently disabled.

To enable or disable a channel:
1) Select the check box(es) for the desired channel(s) on the Channel Index page.   **NOTE**: You can select more than one channel at a time.

2) Do one of the following:

- To *enable* the channel, click the open lock button located in the top menu bar of the Channel Index page.
- To *disable* the channel, click the closed lock button located in the top menu bar of the Channel Index page. Disabled channels appear in italics.

NOTE: Enabling/disabling a channel on a site will also enable/disable that channel on any of the site's child sites which share the channel asset. If the channel has been imposed on the site (using asset sharing), you are unable to enable/disable the channel.

Deleting Channels

1) Click the name of the desired channel on the Channel Index page. The Edit Channel page displays in the content area similar to adding channel Image.

   NOTE: If the channel has been imposed on the site (using asset sharing), the Edit Channel page will simply display the current channel information without allowing you to delete the channel. Click **Cancel** to return to the Channel Index page.

2) Click **Delete**. The Channel Delete confirmation page displays.

   NOTE: The **Delete** button is available only if you are editing an existing channel.

3) The Delete Confirmation page lists all child channels for the current channel, and lets you indicate whether you want to delete them along with the current channel.

   NOTE: Deleting channels is permanent and cannot be recovered. Please confirm that you are deleting the correct channel.

Launching the New Subportal Site and Disabling the Agency Business Card
If you've been given the approval to launch your new Website, please perform the following tasks. Please note that you'll need to perform the following tasks prior to midnight the evening before your intended "launch date". **If you have a business card Website that is currently using your preferred domain name**, then you'll have to follow these instructions through **How to Disable Your Business Card**.

1) Log in to **georgia.gov** Content Management System.

2) At the Site Index page, click on your agency site.

3) On the Edit Site page, change the Host: Port name to your live domain name as follows: www2.*agencyacronym*.georgia.gov.

4) Click the Save button at the bottom of the Edit Site page (**Save**).

5) All Content Items marked "created" must be launched "live" if you want to view them at the live site.

6) Delete unused training content because it takes up room on the server.

7) Enter your new URL (http://www.*agencyacronym*.georgia.gov) in a browser to confirm that your new live site is working properly.

How to disable your Business Card (if applicable):

1) Return to the Site Index page.
2) Click on the box to the left of your Business Card Site.
3) At the top of the page, click on the "Disable Items" icon (   )
4) Click on the site name and enter the words "enter domain name" in the Host:Port: field.

Clearing the Page Cache

1) Paste the following address in the Address Field of your browser (http://www2.georgia.gov/tools/clearcache)
2) Paste the address of the page to be cleared in the appropriate URL field and click the Continue button.
3) Navigate to the applicable page in your Website and hit your keyboard Control button and the browser's Refresh button simultaneously several times, if necessary, to ensure the page is displaying properly.

Installing the Content Editor

You will be prompted to install eWebEditPro the first time you open an ArticleXT content item in the georgia.gov portal. eWebEditPro is a WYSIWYG (What You See Is What You Get) content editor. Installation is quick, easy and will save you time and energy when entering content into your agency's Website. If you prefer to continue using HTML, you have the option of not installing the software, or you can switch to a Code View within the software by clicking on the view as HTML button ( ). See reference guide for eWebEditPro in Section 8.2.

To install the eWebEditPro software, you will be prompted in the following manner:

"The page you are trying to view contains Ektron's eWebEditPro editor. It will appear within your browser. It allows you to enter content for Web pages as easily as using a word processor."

Before you can use eWebEditPro, it must be downloaded into your browser. When you click the **Install Now** button at the bottom of this page, eWebEditPro will automatically be downloaded and installed as a plug-in for Microsoft Internet Explorer. This process may take several minutes depending on the speed of your network connection. Once downloaded, eWebEditPro will *only work on the computer it was installed on. If using a different computer or browser, you will be required to reinstall eWebEditPro.*

In order to proceed with the installation, you must have authorization to install programs on your computer. If you currently do not have access, please contact your local computer support personnel or network administrator.

Messages may appear during the installation process. The first is from Ektron. The others, if they appear, are from Microsoft. If they do appear, please click Yes to proceed.

Check your Internet Explorer security setting. It must be set at Medium or lower to permit downloading and running ActiveX controls. From the Tools menu, select Internet Options and click the Security tab.

Depending on your security settings, you may also be prompted with the following questions:

Do you want to allow software such as ActiveX controls and plug-ins to run?   **Click Yes**

A script is accessing some software (an ActiveX control) on this page which has been marked safe for scripting. Do you want to allow this?   **Click Yes**

Click on **Install Now** to proceed, or **Cancel** if you do not want to install eWebEditPro.

If successful, the words "Installation Complete" will appear. You will not need to reboot, and you can use it immediately.

georgia.gov Content Management System Reference Guide

Formatted text
No need for HTML!
Use the buttons above to format content.

1 - Bold text
2 - Italic text
3 - Cut
4 - Copy
5 - Paste
6 - Find/Search
7 - Replace
8 - Print
9 - Undo
10 - Redo
11 - Check Spelling
12 - Check Spelling As You Type
13 - Hyperlink
 Prompts you to make
 highlighted text a link to
 a Web site.
14 - Remove Link
15 - View as WYSIWYG
 (What You See Is What
 You Get) No need for HTML.

16 - View as HTML
17 - View Preferences
18 - Numbered List
 1. Like
 2. This
19 - Bulleted List
 • Like
 • This
20 - Decrease Indentation
21 - Increase Indentation
22 - Align Left
 Text is ragged on the right
23 - Align Center
 Text is ragged on both sides
24 - Align Right
 Text is ragged on the left
25 - Justify
 Text is not ragged on either side

26 - Table Tool
27 - Non-breaking Space
 A non-breaking space is a white-space
 character that HTML will not condense.
 It is usually used to hold open table cells
 and add spacing between words.
28 - Special Characters
 Such as @ or ¥
29 - Horizontal Rule Tool
30 - Save
 Saves the item to your site.
31 - Delete
 Completely deletes item from site
32 - Reset
 Resets the status of the item
33 - Cancels
 Cancels all changes or modifications
 and the site will stay the same

WYSIWYG Table Tool
To include a table when creating or editing an ArticleXT, click on the Table button in the toolbar above the Article Body text field.

Insert Table will be the only option at this point. Once a table is created, the other options become available.

The next screen is the Insert Table dialog box. The values in this dialog box determine how your table will appear in regard to rows, columns, alignment, colors, etc. The default values are 2 rows, 2 columns, white background, 75% width, etc.

(**NOTE:** Clicking "Unassigned" gives the table a transparent background and will display the color designated in the page's HTML background color.)

Once the table is inserted, you can change values, placement and appearance of elements by right-clicking anywhere within the table.

Most of the features in this menu are self-explanatory, including toggling the view between WYSIWYG and HTML. However, the following may not be intuitive:

- **Menus —** Calls shortcuts to special commands – Edit, View As, Paragraph Format, Special Characters and Table.
- **Clean HTML —** Removes superfluous HTML coding, such as generated by Microsoft Word and similar programs.
- **Table Properties** — Calls a window similar to "Insert Table" with options to change size, layout, borders and background.
- **Cell Properties —** Options to span rows or columns, specify cell layout, borders, and background.

  NOTE: If the width of your table is wider than the width of the main area (which is 408 pixels), content may not appear in its entirety.

Using Color in Tables

If you require the use of colors in tables, please use the colors and their corresponding hex codes depicted in the following example:

F1F2E4:
Accented
Table Cells

#E2E1C3:
Headers
and Borders

For a list of other colors and suggested usage, please refer to the georgia.gov Styleguide located within georgia.gov at Government/State Government/Intergovernmental Services/Joining georgia.gov Guide/Associated Documents. The latest copy of this Subportal/Business Card training manual is also available from this page.

HTML Guide

What is HTML?

HTML is a document-layout and hyperlink-specification language. HTML is an abbreviation for *HyperText Markup Language.*

What is it for?

Its fundamental purpose is to define the structure and appearance of documents so that they might be delivered quickly and easily to your display device (browser).

How does it work?

You surround your page content with special embedded HTML tags that act as directions to the browser to display the contents of the document, including text, images, and other support media. The language also tells you how to make a document interactive through special hypertext links, which connect your document with other documents in yours and others' collections, as well as with other Internet resources.

My page is not displaying properly. What is the problem?

You might have forgotten to close your beginning tag. Each line of content has to be surrounded by a beginning and closing HTML tag. Each HTML tag in our tag guide has a beginning and closing tag, except for the single line space (<br>). That's the exception to the rule. It does not have to have a closing tag. Another common mistake is forgetting to use "double-quotes" around certain attributes when necessary.

What are these greater-than > and < less-than characters?

These greater-than and less-than brackets, called angle brackets, surround the HTML code. The browser reads the HTML code inside these brackets and displays the content on your computer screen.

Most Commonly Used HTML Codes

Styling	Surround your content with HTML Tags	Example
Paragraph	**Beginning Tag**: **\<p\>** **Closing Tag**: **\</p\>** **HTML Code:** **\<p\>**Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style.**\</p\>** **\<p\>**Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style.**\</p\>** **Browser displays the content like this:** Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style.	Use the \<p\> and \</p\> tags to define the beginning and end of a paragraph
Break (single-spaced line)	**Beginning Tag: \<br\>** **No Closing Tag** **HTML Code:** Line of Content**\<br\>** Line of Content**\<br\>** Line of Content**\<br\>** **Browser displays the content like this:** Line of Content Line of Content Line of Content	Use the \<br\> tag to create a new single-spaced line.
Hyperlink	**Beginning Tag: \<a href\>** **Closing tag: \</a\>** **HTML Code:** For more information about the national resource guide, visit **\<a href = "http://www.Websitename.com" target="_blank"\>**http://www.Websitename.com**\</a\>**. **Browser displays the content like this:** For more information about the national resource guide, visit **http://www.Websitename.com**.	Use the \<a href\> and \</a\> tags to link to an external Web document in a second browser window.

Styling	Surround your content with HTML Tags	Example
Bold	**Beginning Tag: ** **Closing Tag: ** **HTML Code:** I only want to ****bold certain words**** like this. **Browser displays the content like this:** I only want to **bold certain words** like this.	Use these and tags to "bold" text.
Italics	**Beginning Tag: <i>** **Closing Tag: </i>** **HTML Code:** **<i>**The title of your publication**</i>** **Browser displays the content like this:** *The title of your publication*	Use these <i> and </i> tags to "italicize" titles of publications.
Underline	**Beginning Tag: <u>** **Closing Tag: </u>** **HTML Code:** **<u>**Content to be underlined**</u>** **Browser displays the content like this:** <u>Content to be underlined</u> **Note:** *Using the underline feature can cause confusion for users on the Web because they think they can click on the words. Therefore, we suggest using this attribute sparingly and selectively.*	Use these <u> and </u> tags to "underline" content.
Unordered List **(Bulleted Lists)**	**Beginning Tag: ** **Closing Tag: ** **HTML Code:** ** ** ** **1st bulleted list item** ** ** **2nd bulleted list item** ** ** ** **Browser displays the content like this:** • 1st bulleted list item • 2nd bulleted list item	Use these tags to create bulleted lists of items.

Styling	Surround your content with HTML Tags	Example

Ordered List
 	
(Numbered List)
	Beginning Tag: \<ol\>
	Closing Tag: \</ol\>
	
	HTML Code:
	
	\<ol\>
	\<li\>1st numbered list item**\</li\>**
	\<li\>2nd numbered list item**\</li\>**
	\<li\>3rd numbered list item**\</li\>**
	\</ol\>
	
	Browser displays the content like this:
	
	    1. 1st numbered list item
	    2. 2nd numbered list item
	    3. 3rd numbered list item
		Use these tags to create numbered lists of items.

Blockquote **(Indented Paragraph)**	**Beginning Tag: \<blockquote\>** **Closing Tag: \</blockquote\>** **HTML Code:** **\<blockquote\>** Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. **\</blockquote\>** **Browser displays the content like this:** Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style. Insert paragraph text here to show paragraph style.	Use these tags to indent the left and right margins of a paragraph.
Email Link	**Beginning Tag: \<a href\>** **Closing Tag: \</a\>** **HTML Code:** If you have any questions, you can email us at the following address: \<a href="mailto:name@something.com"\>name@something.com\</a\> **Browser displays the content like this:** If you have any questions, you can email us at the following address: **name@something.com**	Use the \<a href\> and \</a\> tags to create a linkable email address.

georgia.gov Content Management System Problem Assistance

Problem	Possible Solution
Strange characters are showing up within text	Look for characters in your text such as "—", "•", and apostrophes that are slanted (""). **georgia.gov** Content Management System renders these incorrectly. Use "—", "•" and " ' " instead, respectively [without quotes]. Note: These characters may revert to the incorrect ones every time you re-open the file.
Portions of content are not showing up	Look for the above special characters, as well as stray spaces following paragraphs or between sentences. **georgia.gov** Content Management System renders these incorrectly as well. Also look for missing quotes, missing ">" within the tags, or missing close tags in tables, such as </td>, </tr> or </table>.
Replaced an existing File Content Item and now you're getting a server error	If you've replaced an already existing file (PDF) and you've called it exactly the same name – but now you're getting a page error, try reselecting it and saving it again. Don't forget to hit your refresh button on your browser. If this doesn't correct the problem, contact traffic@gta.ga.gov.
Photo is not showing up	Check the path within your <img> tag. Also look for missing quotes, missing ">" within the tags, or missing close tags in tables, such as </td>, </tr> or </table>. **OR** Make sure you are at the correct URL to view the photo. Remember — you won't be able to view a working status image at the live site.
Getting server and/or other errors	If possible, try using g**eorgia.gov** Content Management System on another computer, in another browser, or on a PC if you are using a Mac. **georgia.gov** Content Management System runs best in Microsoft's Internet Explorer version 5.0 or Netscape 6.2.3 and above. If you are still unsuccessful, email the GTA Traffic office at traffic@gta.ga.gov to report your problem.
Cannot log in	Ensure that you are correctly typing your username and password. Remember — passwords are case-sensitive. **OR** Check the URL you are logged into. • Access the Website at http://www2.acronym.georgia.gov (Example: http://www2.gta.georgia.gov)
Forgot password	Email the GTA Traffic office at traffic@gta.ga.gov to request a new password.
Can get to the Site Index but the Site Manager page does not load	Pop-up window blocking software may prevent screens from loading. If you experience a problem, disable the pop-up software and try again.
Cannot find page/content doing a search	Change your search term to a broader word. Also ensure that you have highlighted all status possibilities in the scroll menu within Content Management.

Problem	Possible Solution
Pages are not showing up in the browser	Check to ensure that the status is clicked "Live" within Content Management. **OR** Ask your Agency Portal Administrator to Clear the Site Cache. Once the Administrator has done that, you can hit your browser's Refresh button. **OR** If you are still unsuccessful, email the GTA Traffic office at traffic@gta.ga.gov to report your problem.
Content or link in the wrong place	Move to correct place by manually typing it in the body, or check the date within **georgia.gov** Content Management System to make sure it will display in the correct order. Newer documents are listed first when published.
Incorrect link	Link may be misspelled or pointing to an old URL that no longer exists. Check the Web address and correct the spelling, or find the proper Web page and replace.
Channels not appearing/disappearing	If you've added or enabled a new channel in the Channel Hierarchy index and it's not appearing at your site, check to be sure they have been enabled. **OR** If you've deleted or disabled an existing channel in the Channel Hierarchy index and it's not disappearing, check to be sure it has been disabled. **OR** Clear the Site Cache (See Section 4.6) Then hit your browser's Refresh button to see if the problem has been corrected. **OR** If you are still unsuccessful, email the GTA Traffic office at traffic@gta.ga.gov to report your problem.
Closing PDF files causes all browser windows to close	Have your IT or LAN administrator contact the GeorgiaNet Creative Studio at creative@gta.ga.gov for a solution to this problem.
Items are not showing alphabetically in the Topic Index	Using leading spaces or special characters as the first character in titles of content items may cause the item not to appear in the proper alphabetical section.

Developing News Selection Criteria

In the absence of peer review and established publishing standards, measuring the potential value of a news item to the customer necessitates the development of specialized criteria. The evaluation criteria include reviews of the following factors:
- Authority
- Accuracy
- Timeliness
- Appropriateness
- Quality of writing

Authority
- Is the information credible and of high quality?
- Is the information objective?

Accuracy

In evaluating for accuracy, the editor may rely on some of the same information used in determining authority. Likewise, data on accuracy may contribute to observations on authority. Objective, correct, referenced, or professionally sponsored information is a mark of accuracy. An indication of bias, however, could signal inaccuracy.

Timeliness

In evaluating for timeliness, the editor asks how frequently the site is updated with new information. News sections and any other section dedicated to new information should be updated fairly frequently. Because the Web environment is one of change, agencies should set a maximum acceptable period between updates. Georgia Technology Authority will supply a recommendation to agencies regarding this.

Appropriateness

Who is the audience and will they be interested in the contents of the news?

Quality of Writing

Editors are looking for basic spelling and grammatical competence as well as a minimal use of jargon. Clarity in discussing complex ideas is desirable.

How to Recommend ArticleXTs for Inclusion on Georgia.Gov

GTA welcomes suggestions and recommendations for coverage to be included on the portal's homepage. To recommend a news item, please contact GTA/GeorgiaNet's Creative Studio at creative@gta.ga.gov.

Please provide the full URL, and the name, email and address of the editor, writer or administrator of the agency's communications office. Enclose a brief statement explaining the unique features, importance of the release, and its primary audience.

Inclusions

Each news item should contain the following:
- Contact info for the author and editor
- Date it was written
- Time on & time off (when it goes live and when it expires)*
- Subject area for which it would be included in the portal (i.e. Transportation > Air Transportation
- Priority (weight) code, 1-5 with 5 being the most important/urgent or newsworthy, and 1 being the least urgent*

* - for internal use

Writing for the Web

You can **double the usability of your Website** by following these guidelines. Two sample sites studied in Sun's Science Office found improved measured usability by 159% and 124% by rewriting the content according to the guidelines.
Writing for the Web is very **different from writing for print**:

- 79% of users **scan the page** instead of reading word-for-word

- Reading from computer screens is 25% slower than from paper

- Web content should have **50% of the word count** of its paper equivalent

Difference between paper and online presentation

Make the word count for the online version of a given topic about **half the word count** used when writing for print: Users find it painful to read too much text on screens, and they **read about 25 percent more slowly** from screens than from paper.

Users don't like to scroll through masses of text, so put the most important information at the top.

Credibility is important on the Web where users connect to unknown servers at remote locations. You have to work to **earn the user's trust**, which is rapidly lost if you use exaggerated claims or overly boastful language; avoid "marketese" in favor of a more objective style.

The Web is an informal and immediate medium, compared to print, so users appreciate a somewhat informal writing style and small amounts of humor.

Scan Ability

Bulleted and numbered lists slow down the scanning eye and can draw attention to important points.

Each paragraph should contain one main idea; use a second paragraph for a second idea, since users tend to skip any second point as they scan over the paragraph.

Start the page with the conclusion as well as a short summary of the remaining contents ("inverted pyramid" style).

Terms to Avoid

Writing well for the Web means taking advantage of the options the Web offers, but at the same time, **not calling attention to the Web**. "Click here," "follow this link," and "this Website" are just a few self-referential terms to avoid.

Generally, if the words or phrases are **specific to Web use**, then they are probably **words to avoid**. A good test of Web-term overuse is to print the page out, read it, and ask yourself if it makes as much sense on paper as it does on screen.

Editing

Use AP Stylebook for press releases.

Source:
Sun Microsystems
Jakob Nielsen, distinguished engineer; PJ Schemenaur, technical editor; and Jonathan Fox, editor-in-chief.